

Record Keeping Procedure

1. Purpose

This procedure provides guidance about how to record and manage information relating to the Inala Community House Out of Home Care (ICH OHC) service to ensure compliance with the *Child Protection Act 1999* and *Child Protection Regulation 2023* and the organisation's Service Agreement. Good record keeping and information management underpins service delivery. It is essential:

- To ensure the privacy and confidentiality of carers, children, and staff
- For business continuity
- To track and monitor decisions, and to ensure accountability
- To inform quality assurance processes
- To manage/control documentation
- To maintaining a child's history whilst placed with a foster or kinship carer who is affiliated with ICH

2. Scope

This policy applies to all persons involved with ICH OHC, including children, young people, foster and kinship carers and workers.

3. Definitions

The Department: Refers to the government Department responsible for Child Safety.

Child: An individual under 18 years as per the *Child Protection Act 1999 (Qld)*.

Carer: Refers to both foster carer and kinship carers.

SRS: The record management system used by ICH OHC.

4. Procedure

This procedure should be read in conjunction with the ICH Privacy Policy, ICH Confidentiality Policy, ICH Feedback and Complaints Policy, ICH OHC Identifying and Reporting Harm (Standards of Care) Policy and ICH OHC Case Noting Guideline.

As a funded service provider for people known to the state through the administration of the *Child Protection Act 1999*, under this legislation, ICH OHC is required to maintain an individual file for each child.

Files and records are required to be given to the Department in the event that:

- ICH ceases to deliver the OHC service;

- The service user to whom the record or file relates is no longer subject to the Child Protection Act 1999; or
- The child to whom the file or record relates turns 18 years of age.

ICH also maintains an SRS record for all approved foster and kinship carers. Files are also maintained for people who have contacted ICH OHC expressing an interest in becoming a foster or kinship carer or who are being assessed as a foster or kinship carer; however, these files are maintained in a shared drive (refer to OHC Pre-Placement Procedure).

ICH OHC uses the SRS case management system as its primary record keeping database. It stores information pertaining to children and carers. Information includes, but is not limited to, the requirements of licensed care services as per the *Child Protection Regulation 2023*:

- Records for each child (placed or previously placed with an ICH carer) including:
 - Name, date of birth, sex descriptor and culture of origin;
 - The dates of each period during which the service is provided to the child; and
 - The name and address of the child's approved carer.
- Details of:
 - Any written complaint or standards of care concern that ICH receives relating to the provision of services to the child and any action taken by ICH in relation to the complaint or concern;
 - Any written allegation of breach of the statement of standards relating to the child's care and any action ICH OHC takes in relation to the allegation.

Workers must follow ICH OHC file naming conventions. Refer to the ICH OHC Naming Conventions document for further detail.

4.1 Entering new foster child placement details on SRS

These steps must be followed for each child placed with a carer:

1.	Search for child by entering surname in the Family name search box, bottom left side of page. If not found, select add new client . If child's details are already on SRS, please skip to step 3.
2.	Complete child's details include full name, DOB, sex, cultural identity, country of birth, language spoken at home and save record.
3.	Select Create new address and add details of the carer's address. Save.
4.	Select Create new relationship and enter the carer's name and search for carer's record. Click on carer's name and select relationship type from the drop down box (foster carer, kinship carer). Save.
5.	Select Create new profile and select Placement record from the drop down box. Select Primary or Respite from Placement Type drop down box. Enter details of when Placement commenced, Type of Order from drop down box, Worker details, Placement family (Carer's name from drop down box), CSSC details, Date of Placement Meeting, Expiry Date of Authority to Care, Date Welcome to Care completed with child and Child's Date of Birth. Save.

4.2 Entering new carer details on SRS

These steps must be followed for each carer who commences affiliation with ICH:

1.	Search for carer by entering surname in the Family name search box, bottom left side of page. If not found, select add new client . If carer's details are already on SRS, please skip to step 3.
2.	Complete carer's details include full name, DOB, sex, cultural identity, country of birth, language spoken at home and save record. If there are two carers repeat this step and save record. If there are two carers complete Create new relationship and enter the other carer's name and click on the other carer's name and select relationship type from the drop down box. Save.
3.	Complete Step 2 above for all household members and create relationships.
4.	Select Create new address and enter the carer's address. Save. Complete this step for all members of the household.
5.	Select Create new profile for each carer and select profile type (foster carer). Complete Approval Type from the drop down box, Date of Initial Approval, Expiration of Current Approval, Blue Card Number, Expiration Date and Start Date. Save. Complete for each carer in the household.
6.	For any other adults in the household select Create new profile and select profile type (adult household member)
7.	For each carer Select Create new contact and complete details. One record is made for each different contact, eg mobile, home phone, email address etc. Save.
8.	Select Create new key worker and add details of current caseworker.
9.	Add documents relating to the carer entity (joint carers) are to be attached to the female or primary carer for a same sex carer couple.
10.	On the top left hand side Select Admin TAB. Then select Reference Data TAB and then select Carer Family List. Scroll to the bottom of this list and click the + button (Add a new reference data item after this item). Add carer surname and initials and start date. Save.

4.3 Location of Documents

Carer and child information is saved in the relevant SRS file as detailed below:

Document Type	Carer File	Child File
Placement Referral		✓
Placement Matching Form	✓	✓
Confirmation of Placement Email	✓	✓
Authority to Care	✓	✓
Communication with carer about personal circumstances	✓	
Communication about placement support needs	✓	✓
Communication about incident pertaining to carer and child	✓	✓
Communication about incident pertaining to child only		✓
Communication about standards of care matters	✓	✓
Stakeholder meeting records/minutes about child	✓	✓

Internal Respite Referral		✓
External Respite Referral		✓
Placement Meeting Minutes	✓	✓
Communication about carer approval/reapproval	✓	
Case Note documenting Home Visit	✓	✓
Communication with carer about the child		✓
Carer Training Records/training invitations	✓	
Carer & AHM blue card information and communication	✓	
Reports/Correspondence regarding child's physical/emotional health or development		✓
Education Support Plan		✓
School consents		✓
Consent for medication		✓
Case Plan		✓
Foster Carer Agreement	✓	

4.4 Recording Bed Nights

ICH OHC Caseworkers will record primary and respite bed night data in each child's SRS file as a placement record.

4.5 Transferring files to the Department

Transferring of required files to the department supports

1.	<p>As a funded service provider for people known to the state through the administration of the <i>Child Protection Act 1999</i> ICH is required to transfer child files to the Department when:</p> <ul style="list-style-type: none"> • ICH ceases to deliver a service to the child; • The child is no long subject to the <i>Child Protection Act 1999 (Qld)</i> • The child turns 18 years of age. <p><i>Note: Carer records and administrative records are out of scope and must not be transferred to the department.</i></p>
2.	<p>The ICH OHC Manager shall contact the Department prior to making any arrangements for the transfer of the files:</p> <ul style="list-style-type: none"> • Email: RecordkeepingSupport@cyjma.qld.gov.au • Telephone: (07) 3097 5910

4.6 Retention of Carer Files

All documents and records pertaining to a carer shall be stored by ICH OHC for at least seven years after ceasing to provide care within the ICH OHC Service.

5. Review

This procedure shall be reviewed every two years.

6. Related Documents

Policies

ICH Privacy Policy
ICH Confidentiality Policy
ICH Feedback and Complaints Policy
ICH OHC Identifying and Reporting Harm (Standards of Care) Policy
ICH OHC Pre-Placement Procedure
ICH OHC Supporting Placement Policy
ICH OHC Case Noting Guidelines

Other Documents

ICH OHC File Naming Conventions

References

Child Protection Act 1999
Child Protection Regulation 2023
[Recordkeeping requirements for non-government organisations | Department of Child Safety, Seniors and Disability Services \(dcssds.qld.gov.au\)](https://www.dcssds.qld.gov.au/recordkeeping-requirements-for-non-government-organisations)
Child Protection (Placement Services) Investment Specifications V2.3
Service Agreement – Funding and Service Details